Minutes for Workgroup #174 – Informed Delivery APP

Session 14: 10:00 a.m. – 11:00 a.m. EST WebEx and HQ F2F

We took the opportunity to meet at HQ for the MTAC meeting. There were about 14 workgroup members in attendance, including a couple of guests. Many others joined by phone.

Carrie reviewed the meeting agenda: reminder for upcoming wrap up discussion on the Postal Inspection service covers program and the new discussion on Non-Automated Mail.   Paul asked about another Inspection Service program called MIST (unsure of acronym). Carrie was not aware of any additional program. The general discussion was that any type of Opt-In for Informed Delivery™ would indicate that you agree to have your images reviewed. Carrie wasn't sure that if this was implemented if it would be covered in the User Agreement or in the Privacy Policy.

Dylan mentioned the possible use/need of an actionable button that an Informed Delivery™ user could click if they wanted to report something. The team was reminded that we will wrap up the issue log for this topic at the January 22 meeting.

Non-Automation Mail: group talked about how the current system does get FSS scans to report on some flats. In these cases, there is no image – just a statement that says "A mailpiece for which we do not currently have an image is included in today's mail." The group was wondering if it at least said who the flat piece was from. Carrie stated it currently does not, however, this is a viable concept. The action to present this message is taken from the MID on the piece.

We discussed whether or not imaging or some type of messaging could be done for EDDM, however, it does not seem technically viable as these pieces aren't imaged nor do they contain any type of addressing or IMB information.

Wendy is a subscriber. She doesn't care for the messaging mixed in with the images and thinks it is confusing. Carrie agreed. She indicated that USPS may do focus groups on this topic; however, it may not be necessary to make some basic preliminary changes. For example, over the past few days, Wendy got 14 images and 21 "statements"; however, she couldn't correlate the number of mailpieces to the statements provided. We discussed that there was a known gap and that we may never have all images. Some of this may rely on the mailer providing data up front. Wendy mentioned that she saw the TV ad again for Informed Delivery™. Carrie still believes this is related to Informed Visibility, which currently has a larger focus on package tracking and My USPS availability to consumers.

If images of flats, for example, aren't available, maybe the USPS could put in mailer information at least. They could use existing data from Mail.dat. This, of course, would be used assuming the mailer wants the information released.

Jerry from Time Inc stated that they do want their images shown, not just a statement. The consumer would only get one image; however, the mailer could be sending several different covers.

At a minimum, USPS should consider only have 1 statement that talks to 1 or some flats, or, alternately, there could be a count. If you do the count version, there is still a chance that the numbers of pieces

won't match up. This is due to the fact that imaging compilation is cut off at 7:00 a.m. to get the emails prepared; however, not all mail may be taken out by the carrier that particular day. Based on the time commitment, it could be a couple of days for the mailpieces to catch up. The group felt that this would just increase confusion (and that there shouldn't be a count either). Wendy stated that there should be language at the top of the page that states all mailpieces are not imaged, nor will the day's deliveries always match the images.

Kurt asked if delivery point sequencing scans are generating scan events. Carrie stated that they were (she believes it's the 2nd pass of sequencing). He stated the delay in that day's mail actually getting out could be contributed to the distance from the processing location.

For non-FSS zones, the last scan is the bundle sorting scan. Are assumptions made on how long it takes to get to the DDU? This could be what is impacting Wendy's emails. Carrie will ask her technical for more information on where flats scans are coming from.

In closing, Carrie reviewed the proposed schedule for the balance of the workgroup efforts again, including the planned review of the subgroup work product.